

EXTENSIBLE INTERACTIVE VOICE RESPONSE**ABSTRACT OF THE DISCLOSURE**

The present invention discloses a system and method for providing interactive voice response (IVR) applications executable on individual communication devices. Unlike current IVR applications that run from centralized voice servers, the present invention describes a system in which communication units initiate communication with a multimedia server over a data network such as the Internet and download extensible copies of voice response applications. The communication device then runs the voice response applications, thus, locally administering the voice messages and accepting the voice or data input from a user. The multimedia server may preferably divide the application software into executable segments to accommodate communication devices with limited memory resources, such as mobile phones and hand-held computers. The system and method may implement different level of complexity by breaking application functionality into modules and the sub-modules. For multi-module applications, the communication units will re-establish communication links with the multimedia server to download each necessary or subsequent module or sub-module. The system and method may also allow users to connect directly to agents or operators to perform tasks that are too complex for efficient automation. The system may connect users and agents using any combination of a data network and voice network. The implementation of the voice response application using the data network connection allows a reduction in the number of telephone ports into an IVR and also allows multiple users to access the IVR over the same line, because of the asynchronous nature of the data network.

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